

ORIGINAL

NEW APPLICATION



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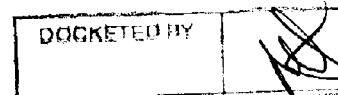
Arizona Corporation Commission

DOCKETED

T-03446A-16-0309

SEP - 2 2016

RE: **Access Point, Inc.**
Revision for Arizona Tariff No. 3 (Local)



Dear Sir or Madam:

Enclosed for filing please find the original and one (1) copy of the above-referenced tariff filing submitted on behalf of Access Point, Inc. This filing grandfathers, removes and updates various services as described below. Affected customers have been notified of these changes. The Company respectfully requests an effective date for this filing of October 2, 2016.

The following tariff pages are included with this filing:

Preface, 4 th Revised Page 2	Updates Check Sheet
Preface, 3 rd Revised Pages 3, 3.1	Updates Check Sheet
Preface, 2 nd Revised Page 3.2	Updates Check Sheet
Section 4, 2 nd Revised Pages 7-10	Grandfathers QPoint PBX Basic service
Section 4, 2 nd Revised Pages 11-13	Grandfathers QPoint Centrex Basic service
Section 4, 1 st Revised Pages 14-16	Deletes SinglePoint service
Section 4, 2 nd Revised Pages 17-20	Incorporates text changes to PrimaryAccess service
Section 4, 1 st Revised Page 24	Grandfathers VPoint PBX service
Section 4, 2 nd Revised Pages 25-26	Grandfathers VPoint PBX service
Section 4, 1 st Revised Page 26.1	Grandfathers VPoint PBX service
Section 4, 2 nd Revised Pages 27-29	Grandfathers VPoint Centrex Basic service
Section 4, 1 st Revised Pages 30-34	Deletes FlexPoint service
Section 5, 1 st Revised Page 4	Introduces Foreign Listing charge
Section 5, 1 st Revised Page 26	Grandfathers POTS service; deletes Traffic Study description/rate
Section 5, 2 nd Revised Page 27	Grandfathers POTS service; deletes Jacks and Wiring description/rate
Section 5, 2 nd Revised Page 28	Revises T-1 Service Name to Dedicated Circuits
Section 5, 1 st Revised Page 29	Revises T-1 Service Name to Dedicated Circuits
Section 5, 1 st Revised Page 31	Introduces Rescheduled Appointment Charge
Section 6, 2 nd Revised Pages 4-5	Grandfathers QPoint PBX Basic service
Section 6, 2 nd Revised Pages 6-7	Grandfathers QPoint Centrex Basic service
Section 6, 1 st Revised Pages 8-9	Deletes SinglePoint service
Section 6, 2 nd Revised Pages 10-12	Incorporates text changes to PrimaryAccess service
Section 6, 2 nd Revised Pages 15-16	Grandfathers VPoint PBX service
Section 6, 2 nd Revised Pages 17-18	Grandfathers VPoint Centrex Basic service
Section 6, 2 nd Revised Page 19	Increases Directory Listings charges; introduces Foreign Listing charge
Section 6, 1 st Revised Page 23	Grandfathers POTS service; deletes Traffic Study rates
Section 6, 2 nd Revised Page 24	Grandfathers POTS service; deletes Jacks and Wiring rates
Section 6, 1 st Revised Page 25	Revises T-1 Service Name to Circuit; increases Initial Premise Visit nonrecurring charge

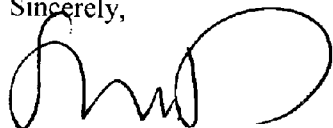
The following tariff pages are included with this filing (continued):

Section 6, 2 nd Revised Page 26	Revises T-1 Service Name to Circuit
Section 6, 1 st Revised Page 27	Increases Maintenance Work Charge & Missed Appointment Fee nonrecurring charges; introduces Rescheduled Appointment Charge
Section 6, 1 st Revised Pages 28-31	Deletes FlexPoint service
<u>Grandfathered Services</u>	
Section 1, 1 st Revised Pages 1-3	Adds renewal option for Grandfathered QPoint
Section 1, 1 st Revised Pages 4-7	Adds renewal option for Grandfathered QPoint PBX
Section 1, 1 st Revised Pages 8-10	Adds renewal option for Grandfathered QPoint Centrex
Section 1, 1 st Revised Pages 11-14	Adds renewal option for Grandfathered PrimaryAccess-O
Section 1, 1 st Revised Pages 15-16	Adds renewal option for Grandfathered VPoint Features
Section 1, 1 st Revised Pages 17-18	Adds renewal option for Grandfathered VPoint PBX Features
Section 1, 1 st Revised Pages 19-21	Adds renewal option for Grandfathered VPoint Centrex
Section 2, 1 st Revised Pages 1-2	Adds renewal option for Grandfathered QPoint
Section 2, 1 st Revised Pages 3-4	Adds renewal option for Grandfathered QPoint PBX
Section 2, 1 st Revised Pages 5-6	Adds renewal option for Grandfathered QPoint Centrex
Section 2, 1 st Revised Pages 7-9	Adds renewal option for Grandfathered PrimaryAccess
Section 2, 1 st Revised Pages 10-11	Adds renewal option for Grandfathered VPoint Features
Section 2, 1 st Revised Pages 12-13	Adds renewal option for Grandfathered VPoint PBX Features
Section 2, 1 st Revised Pages 14-16	Adds renewal option for Grandfathered VPoint Centrex

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to stomas@tminc.com. Thank you for your assistance in this matter.

Sincerely,



Sharon Thomas
Consultant to Access Point, Inc.

cc: Jackie Gilpin - Access Point
file: Access Point - Arizona - Local
tms: AZ11601

Enclosures
ST/mw

CHECK SHEET

Pages of this tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

Section	Page	Revision		Section	Page	Revision
	Title	Original		2	17	Original
Preface	1	1 st Rev.		2	18	Original
Preface	2	4 th Rev.	*	2	19	Original
Preface	3	3 rd Rev.	*	2	20	Original
Preface	3.1	3 rd Rev.	*	2	21	1 st Rev.
Preface	3.2	2 nd Rev.	*	2	21.1	Original
Preface	4	Original		2	22	1 st Rev.
Preface	5	1 st Rev.		2	23	1 st Rev.
Preface	6	Original		2	24	1 st Rev.
				2	25	Original
1	1	Original		2	26	Original
1	2	Original		2	27	Original
1	3	Original		2	28	Original
1	4	Original		2	29	Original
1	5	Original		2	30	Original
				2	31	Original
2	1	Original		2	32	Original
2	2	Original		2	33	1 st Rev.
2	3	Original		2	34	Original
2	4	Original		2	35	Original
2	5	Original		2	36	Original
2	6	Original		2	37	Original
2	7	Original		2	38	Original
2	8	Original		2	39	1 st Rev.
2	9	Original		2	40	Original
2	10	Original				
2	11	Original		3	1	1 st Rev.
2	12	Original		3	2	Original
2	13	Original		3	3	Original
2	14	Original		3	4	Original
2	15	Original		3	5	Original
2	16	Original		3	6	Original

* - indicates those pages included with this filing.

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Effective: October 2, 2016

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ11601

CHECK SHEET, (CONT'D.)

Section	Page	Revision	Section	Page	Revision	
4	1	1 st Rev.	4	34	1 st Rev.	*
4	2	1 st Rev.	5	1	1 st Rev.	
4	3	1 st Rev.	5	2	Original	
4	4	1 st Rev.	5	3	Original	
4	5	1 st Rev.	5	4	1 st Rev.	*
4	6	1 st Rev.	5	3	Original	
4	7	2 nd Rev.	5	5	Original	
4	8	2 nd Rev.	5	6	Original	
4	9	2 nd Rev.	5	7	Original	
4	10	2 nd Rev.	5	8	Original	
4	11	2 nd Rev.	5	9	Original	
4	12	2 nd Rev.	5	10	Original	
4	13	2 nd Rev.	5	11	Original	
4	14	1 st Rev.	5	12	Original	
4	15	1 st Rev.	5	13	Original	
4	16	1 st Rev.	5	14	Original	
4	17	2 nd Rev.	5	15	Original	
4	18	2 nd Rev.	5	16	Original	
4	19	2 nd Rev.	5	17	Original	
4	20	2 nd Rev.	5	18	Original	
4	21	Original	5	19	Original	
4	22	1 st Rev.	5	20	Original	
4	23	1 st Rev.	5	21	Original	
4	23.1	Original	5	22	Original	
4	24	1 st Rev.	5	23	Original	
4	25	2 nd Rev.	5	24	Original	
4	26	2 nd Rev.	5	25	Original	
4	26.1	1 st Rev.	5	26	1 st Rev.	*
4	27	2 nd Rev.	5	27	2 nd Rev.	*
4	28	2 nd Rev.	5	28	2 nd Rev.	*
4	29	2 nd Rev.	5	29	1 st Rev.	*
4	30	1 st Rev.	5	30	Original	
4	31	1 st Rev.	5	31	1 st Rev.	*
4	32	1 st Rev.				
4	33	1 st Rev.				

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Cary, North Carolina 27518

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CHECK SHEET, (CONT'D.)

Section	Page	Revision		Section	Page	Revision	
6	1	2 nd Rev.		Grandfathered Services			
6	2	1 st Rev.		1	1	1 st Rev.	*
6	3	1 st Rev.		1	2	1 st Rev.	*
6	3.1	Original		1	3	1 st Rev.	*
6	4	2 nd Rev.	*	1	4	1 st Rev.	*
6	5	2 nd Rev.	*	1	5	1 st Rev.	*
6	6	2 nd Rev.	*	1	6	1 st Rev.	*
6	7	2 nd Rev.	*	1	7	1 st Rev.	*
6	8	1 st Rev.	*	1	8	1 st Rev.	*
6	9	1 st Rev.	*	1	9	1 st Rev.	*
6	10	2 nd Rev.	*	1	10	1 st Rev.	*
6	11	2 nd Rev.	*	1	11	1 st Rev.	*
6	12	2 nd Rev.	*	1	12	1 st Rev.	*
6	13	2 nd Rev.		1	13	1 st Rev.	*
6	14	1 st Rev.		1	14	1 st Rev.	*
6	15	2 nd Rev.	*	1	15	1 st Rev.	*
6	16	2 nd Rev.	*	1	16	1 st Rev.	*
6	17	2 nd Rev.	*	1	17	1 st Rev.	*
6	18	2 nd Rev.	*	1	18	1 st Rev.	*
6	19	2 nd Rev.	*	1	19	1 st Rev.	*
6	20	Original		1	20	1 st Rev.	*
6	21	Original		1	21	1 st Rev.	*
6	22	Original					
6	23	1 st Rev.	*	2	1	1 st Rev.	*
6	24	2 nd Rev.	*	2	2	1 st Rev.	*
6	25	1 st Rev.	*	2	3	1 st Rev.	*
6	26	2 nd Rev.	*	2	4	1 st Rev.	*
6	27	1 st Rev.	*	2	5	1 st Rev.	*
6	28	1 st Rev.	*	2	6	1 st Rev.	*
6	29	1 st Rev.	*	2	7	1 st Rev.	*
6	30	1 st Rev.	*	2	8	1 st Rev.	*
6	31	1 st Rev.	*	2	9	1 st Rev.	*
				2	10	1 st Rev.	*

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1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ11601

CHECK SHEET, (CONT'D.)

Section	Page	Revision	Section	Page	Revision
Grandfathered Services, (Cont'd.)					
2	11	1 st Rev.			*
2	12	1 st Rev.			*
2	13	1 st Rev.			*
2	14	1 st Rev.			*
2	15	1 st Rev.			*
2	16	1 st Rev.			*

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.4 QPoint PBX Basic¹****(T)**

QPoint PBX service combines local and long distance telecommunications service into one telecommunications package. QPoint PBX Basic provides unlimited calls in the local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

4.4.1 Terms and Conditions

- (A)** QPoint PBX service is available in CenturyLink (f/d/a Qwest) serving areas.
- (B)** QPoint PBX service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the QPoint PBX rate plan.
- (C)** QPoint PBX service can be configured as Two Way PBX and DID service only.
- (D)** All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (E)** QPoint PBX is to be used for voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- (F)** Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all QPoint PBX rate plans.
- (G)** International calls are billed at individual rates for each country per the published API World Access rate plan.

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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Cary, North Carolina 27518

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.4 QPoint PBX Basic¹, (Cont'd.)****(T)****4.4.2 Maximum Rates****(A) Monthly Service Fee per Line: QPoint PBX Basic**

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$61.60	\$66.00	\$136.40
1 Year	\$56.00	\$60.00	\$124.00
2 Years	\$54.00	\$58.00	\$122.00
3 Years	\$52.00	\$56.00	\$120.00

(B) Usage Rates per Minute

	<u>Local</u>	<u>IntaLATA</u>
Basic	Included	\$0.118

(C) Features**(1) Features - \$1.00**

Block Caller ID	Deny Repeat Dial
Deny Call Return	Deny Select Forward
Deny Call Trace	

(2) Star Features - \$2.00 per occurrence

*57 Call Trace	*69 Call Return
*66 Busy Redial	*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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Cary, North Carolina 27518

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.4 QPoint PBX Basic¹, (Cont'd.)****(T)****4.4.2 Maximum Rates, (Cont'd.)****(C) Features, (Cont'd.)****(3) Standard Features - \$7.00 monthly fee per feature, per line**

Anonymous Call Rejection	Call Block
Call Forwarding Variable	Call Forwarding Variable Multi-Path
Call Forwarding Busy Line	Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer	Call Return
Call Waiting	Remote Activation of Call Forwarding
Repeat Dialing	Selective Call Acceptance
Selective Call Forwarding	Selective Call Rejection
Selective Call Ring	Speed Dialing - 8 Number
Speed Dialing - 30 Number	Three Way Calling

(4) Deluxe Features - \$9.00 monthly fee per feature, per line

Caller ID - Number Only
 Caller ID - Name and Number
 Distinctive Ring - 1 Telephone Number
 Distinctive Ring - 2 Telephone Numbers
 Enhanced Caller ID - Number Only (with ACR)
 Enhanced Caller ID - Name and Number (with ACR)
 Hunting

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.4 QPoint PBX Basic¹, (Cont'd.)****(T)****4.4.2 Maximum Rates, (Cont'd.)****(C) Features, (Cont'd.)****(5) DIDs**

Monthly Fee per DID	\$0.40
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(6) Toll Blocking Features

Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.

Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.

Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.

Option 4: Includes block for 900/976 and other Information Services.

Option 5: Includes blocking for 1010 Dialing.

Option 6: Includes blocking for 900/976.

Monthly fee per line:

Option 1 - \$11.00

Option 4 - No Charge

Option 2 - \$11.00

Option 5 - \$3.00

Option 3 - \$11.00

Option 6 - \$7.00

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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(N)**(D)**

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.5 QPoint Centrex Basic¹****(T)**

QPoint Centrex service combines local and long distance telecommunications service into one telecommunications package. QPoint Centrex provides unlimited calls in local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

4.5.1 Terms and Conditions

- (A) QPoint Centrex service is available in CenturyLink (f/k/a Qwest) serving areas of the State.
- (B) QPoint Centrex service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the QPoint Centrex rate plan.
- (C) QPoint Centrex service can be configured as Centrex service only.
- (D) All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be resold to other carriers for completion or billing. Access Point, Inc. is the responsible carrier for billing Customers with Access Point Contracts.
- (E) QPoint Centrex is to be used for voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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(N)**(D)**

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Cary, North Carolina 27518

SECTION 4 – SERVICE OFFERINGS, (CONT'D.)**4.5 QPoint Centrex Basic¹, (Cont'd.)****(T)****4.5.2 Maximum Rates****(A) Monthly Service Fee per Line: QPoint Centrex Basic**

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$61.60	\$66.00	\$88.00
1 Year	\$56.00	\$60.00	\$80.00
2 Years	\$54.00	\$58.00	\$78.00
3 Years	\$52.00	\$56.00	\$76.00

(B) Usage Rates per Minute

	<u>Local</u>	<u>IntraLATA</u>
Basic	Included	\$0.118

(C) Features

(1) Features - \$1.00	
Block Caller ID	Deny Repeat Dial
Deny Call Return	Deny Select Forward
Deny Call Trace	Hunting
Anonymous Call Rejection	Call Block
Call Forwarding Variable	Call Forwarding Variable Multi-Path
Call Forwarding Busy Line	Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer	Remote Activation of Call Forwarding
Call Return	Selective Call Acceptance
Call Waiting	Selective Call Forwarding
Repeat Dialing	Selective Call Rejection
Speed Dialing - 8 Number	Selective Call Ring
Speed Dialing - 30 Number	Three Way Calling
Caller ID – Number Only	
Caller ID – Name and Number	
Distinctive Ring – 1 Telephone Number	
Distinctive Ring – 2 Telephone Numbers	
Enhanced Caller ID – Number Only (with ACR)	
Enhanced Caller ID – Name and Number (with ACR)	

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

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(N)**(D)**

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Cary, North Carolina 27518

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.5 QPoint Centrex Basic¹, (Cont'd.)****(T)****4.5.2 Maximum Rates, (Cont'd.)****(C) Features, (Cont'd.)****(2) Star Features - \$2.00 per occurrence**

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(3) Toll Blocking Features

Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.

Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.

Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.

Option 4: Includes block for 900/976.

Option 5: Includes blocking for 1010 Dialing.

Option 6: Includes blocking for 900/976 and other Information Services.

Monthly fee per line:

Option 1 - \$11.00

Option 4 - No Charge

Option 2 - \$11.00

Option 5 - \$3.00

Option 3 - \$11.00

Option 6 - \$7.00

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)**|****|****(N)****(D)**

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)

4.6 Reserved for Future Use

(D)

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Issued: September 2, 2016

Effective: October 2, 2016

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Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)

4.6 Reserved for Future Use, (Cont'd.)

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Issued: September 2, 2016

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Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)

4.6 Reserved for Future Use, (Cont'd.)

(D)

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Issued: September 2, 2016

Effective: October 2, 2016

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.7 PrimaryAccess**

PrimaryAccess combines local and long distance telephone service in one convenient package. Customers have the option of choosing between ISDN/PRI or Local dedicated circuits. (T)

Local calls are billed in one (1) minute increments. IntraLATA long distance calls are billed an initial eighteen (18) seconds and six (6) seconds thereafter. All service requires a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied. Regulatory charges and taxes are not included in the rates for this service.

4.7.1 Terms and Conditions

- (A) PrimaryAccess service is provided only via dedicated circuits and can be configured at Digital Trunks or PRI Trunks. (T)
- (B) Direct Trunk Overflow is not available in all serving areas.
- (C) All calls originating on these circuits must be completed and billed to the customer by Access Point, Inc. calls cannot be sent to other carriers for completion or billing.
- (D) International calls are billed at individual rates for each country per the published API World Access rate plan.
- (E) Local or IntraLATA minutes included with this service must be used for calls on the circuit. They cannot be used by, shared with, or applied to, any other circuit, service or location.
- (F) Toll Free calls will be billed at the rate specified for interstate, IntraLATA and intrastate.

(D)

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.7 Primary Access, (Cont'd.)****4.7.2 Maximum Rates****(A) Installation Fee**

1 Year
\$1500

2 Years
\$1000

3 Years
\$500

(B) Features

First 20 DIDs	\$0.20
Additional DIDs	\$0.40 per number monthly
Caller ID Name and Number	\$50.00 per month
Direct Trunk Overflow	\$100.00 per path

(C) Monthly Service Fee**(T)**

Customers may choose from one of the Tier and Term Plan Options below. Tiers are equal to the number of circuits turned up on the facility for voice grade services.

(T)

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 1	\$856	\$778	\$738	\$698
Tier 2	\$880	\$800	\$760	\$720
Tier 3	\$900	\$818	\$778	\$738
Tier 4	\$920	\$836	\$796	\$756
Tier 5	\$940	\$854	\$814	\$774
Tier 6	\$958	\$870	\$830	\$790
Tier 7	\$968	\$880	\$840	\$800
Tier 8	\$996	\$904	\$864	\$824
Tier 9	\$1,016	\$924	\$884	\$844
Tier 10	\$1,034	\$940	\$900	\$860
Tier 11	\$1,054	\$958	\$918	\$878
Tier 12	\$1,074	\$976	\$936	\$896
Tier 13	\$1,094	\$994	\$954	\$914
Tier 14	\$1,106	\$1,004	\$964	\$924

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.7 Primary Access, (Cont'd.)****4.7.2 Rates, (Cont'd.)****(C) Monthly Service Fee, (Cont'd.)****(T)**

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 15	\$1,120	\$1,018	\$978	\$938
Tier 16	\$1,132	\$1,028	\$988	\$948
Tier 17	\$1,142	\$1,038	\$998	\$958
Tier 18	\$1,154	\$1,048	\$1,008	\$968
Tier 19	\$1,166	\$1,060	\$1,020	\$980
Tier 20	\$1,178	\$1,070	\$1,030	\$990
Tier 21	\$1,188	\$1,080	\$1,040	\$1,000
Tier 22	\$1,202	\$1,092	\$1,052	\$1,012
Tier 23	\$1,214	\$1,102	\$1,062	\$1,022
Tier 24	\$1,224	\$1,112	\$1,072	\$1,032
Tier 25	\$1,236	\$1,122	\$1,082	\$1,042
Tier 26	\$1,248	\$1,134	\$1,094	\$1,054
Tier 27	\$1,142	\$1,144	\$1,104	\$1,064
Tier 28	\$1,270	\$1,154	\$1,114	\$1,074
Tier 29	\$1,284	\$1,166	\$1,126	\$1,086
Tier 30	\$1,294	\$1,176	\$1,136	\$1,096
Tier 31	\$1,306	\$1,186	\$1,146	\$1,106
Tier 32	\$1,316	\$1,196	\$1,156	\$1,116
Tier 33	\$1,330	\$1,208	\$1,168	\$1,128
Tier 34	\$1,340	\$1,218	\$1,178	\$1,138
Tier 35	\$1,352	\$1,228	\$1,188	\$1,148
Tier 36	\$1,364	\$1,240	\$1,200	\$1,160
Tier 37	\$1,376	\$1,250	\$1,210	\$1,170
Tier 38	\$1,386	\$1,260	\$1,220	\$1,180
Tier 39	\$1,398	\$1,270	\$1,230	\$1,190
Tier 40	\$1,412	\$1,282	\$1,242	\$1,202
Tier 41	\$1,422	\$1,292	\$1,252	\$1,212
Tier 42	\$1,434	\$1,302	\$1,262	\$1,222
Tier 43	\$1,444	\$1,312	\$1,272	\$1,232
Tier 44	\$1,460	\$1,326	\$1,286	\$1,246

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.7 Primary Access, (Cont'd.)****4.7.2 Rates, (Cont'd.)****(C) Monthly Service Fee, (Cont'd.)****(T)**

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 45	\$1,470	\$1,336	\$1,296	\$1,256
Tier 46	\$1,482	\$1,346	\$1,306	\$1,266
Tier 47	\$1,492	\$1,356	\$1,316	\$1,276
Tier 48	\$1,506	\$1,368	\$1,328	\$1,288
Tier 49	\$1,516	\$1,378	\$1,338	\$1,298
Tier 50	\$1,530	\$1,388	\$1,348	\$1,308
Tier 51	\$1,540	\$1,400	\$1,360	\$1,320
Tier 52	\$1,552	\$1,410	\$1,370	\$1,330
Tier 53	\$1,562	\$1,420	\$1,380	\$1,340
Tier 54	\$1,574	\$1,430	\$1,390	\$1,350
Tier 55	\$1,588	\$1,442	\$1,402	\$1,362
Tier 56	\$1,598	\$1,452	\$1,412	\$1,372
Tier 57	\$1,610	\$1,462	\$1,422	\$1,382
Tier 58	\$1,622	\$1,474	\$1,434	\$1,394
Tier 59	\$1,634	\$1,484	\$1,444	\$1,404
Tier 60	\$1,644	\$1,494	\$1,454	\$1,414
Tier 61	\$1,656	\$1,504	\$1,464	\$1,424
Tier 62	\$1,668	\$1,516	\$1,476	\$1,436
Tier 63	\$1,680	\$1,526	\$1,486	\$1,446
Tier 64	\$1,690	\$1,536	\$1,496	\$1,456
Tier 65	\$1,704	\$1,548	\$1,508	\$1,468
Tier 66	\$1,714	\$1,558	\$1,518	\$1,478
Tier 67	\$1,726	\$1,568	\$1,528	\$1,488
Tier 68	\$1,736	\$1,578	\$1,538	\$1,498
Tier 69	\$1,750	\$1,590	\$1,550	\$1,510
Tier 70	\$1,760	\$1,600	\$1,560	\$1,520
Tier 71	\$1,772	\$1,610	\$1,570	\$1,530
Tier 72	\$1,782	\$1,620	\$1,580	\$1,540
Tier 73	\$1,796	\$1,632	\$1,592	\$1,552
Tier 74	\$1,808	\$1,642	\$1,602	\$1,562
Tier 75	\$1,818	\$1,652	\$1,612	\$1,572

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.9 VPoint PBX¹****(T)**

VPoint PBX service combines local and long distance telecommunications service into one telecommunications package. VPoint PBX Basic provides unlimited calls in the local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

4.9.1 Terms and Conditions

- (A)** VPoint PBX service is available in Verizon serving areas.
- (B)** VPoint PBX service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the address must be billed at the VPoint PBX rate plan.
- (C)** VPoint PBX service can be configured as Two Way PBX and DID service only.
- (D)** All calls originated on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (E)** VPoint PBX is to be used for voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- (F)** Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all VPoint PBX rate plans.

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.9 VPoint PBX¹, (Cont'd.)****(T)****4.9.2 Maximum Rates****(A) Monthly Service Fee per Line: VPoint PBX Basic Zone 4**

Month to Month	\$106.00
1 Year	\$100.00
2 Years	\$98.00
3 Years	\$96.00

(B) Usage Rates per Minute

	<u>Local</u>	<u>IntraLATA</u>
Basic	Included	\$0.19

(C) Features**(1) Complimentary Features - \$1.00**

Block Caller ID	Deny Repeat Dial
Deny Call Return	Deny Select Forward
Deny Call Trace	

(2) Star Features - \$2.00, per occurrence

*57 Call Trace	*69 Call Return
*66 Busy Redial	*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.9 VPoint PBX¹, (Cont'd.)****(T)****4.9.2 Maximum Rates, (Cont'd.)****(C) Features, (Cont'd.)****(3) Standard Features - \$7.00 monthly fee per feature, per line**

Anonymous Call Rejection	Call Block
Call Forwarding Variable	Call Forwarding Variable Multi-Path
Call Forwarding Busy Line	Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer	Call Return
Call Waiting	Remote Activation of Call Forwarding
Repeat Dialing	Select Call Forwarding
Speed Dialing - 8 Number	Speed Dialing - 30 Number
Three Way Calling	

(4) Deluxe Features - \$9.00 monthly fee per feature, per line

Caller ID - Number Only
 Caller ID - Name and Number
 Distinctive Ring - 1 Telephone Number
 Distinctive Ring - 2 Telephone Numbers
 Enhanced Caller ID - Number Only (with ACR)
 Enhanced Called ID - Name and Number (with ACR)

(5) DIDs

Monthly Fee per DID	\$0.40
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¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.9 VPoint PBX¹, (Cont'd.)****(T)****4.9.2 Maximum Rates, (Cont'd.)****(C) Features, (Cont'd.)****(6) Toll Blocking Features**

- Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.
- Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.
- Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.
- Option 4: Includes block for 900/976 and other Information Services.
- Option 5: Includes blocking for 1010 Dialing.
- Option 6: Includes blocking for 900/976.

Monthly fee per line:

Option 1 - \$11.00	Option 4 - No Charge
Option 2 - \$11.00	Option 5 - \$3.00
Option 3 - \$11.00	Option 6 - \$7.00

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.10 VPoint Centrex Basic¹****(T)**

VPoint Centrex service combines local and long distance telecommunications service into one telecommunications package. VPoint Centrex provides unlimited calls in local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at the additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

4.10.1 Terms and Conditions

- (A)** VPoint Centrex is available in Verizon serving areas of the State.
- (B)** VPoint Centrex service requires that the main telephone line and all of the other voice lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local service. All voice telephone lines at the business address must be billed at the VPoint Centrex rate plan.
- (C)** All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (D)** VPoint Centrex is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible for this rate plan.
- (E)** Toll Free minutes of usage will be billed at the rates based on the origin of the call for all VPoint Centrex rate plans.
- (F)** International calls are billed at individual rates for each country per the published API World Access rate plan.

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.10 VPoint Centrex Basic¹, (Cont'd.)****(T)****4.10.2 Maximum Rates****(A) Monthly Service Fee per Line: VPoint Centrex**

Month to Month	\$132.00
1 Year	\$120.00
2 Years	\$118.00
3 Years	\$116.00

(B) Usage Rates per Minute

	<u>Local</u>	<u>IntraLATA</u>
Basic	Included	\$0.38

(C) Features**(1) Complimentary Features - \$1.00**

Block Caller ID	Deny Repeat Dial
Deny Call Return	Deny Select Forward
Deny Call Trace	Hunting
Anonymous Call Rejection	Call Block
Call Forwarding Variable	Call Forwarding Variable Multi-Path
Call Forwarding Busy Line	Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer	Remote Activation of Call Forwarding
Call Return	Selective Call Forwarding
Call Waiting	Speed Dialing - 8 Number
Repeat Dialing	Speed Dialing - 30 Number
Caller ID - Number Only	Three Way Calling
Caller ID - Name and Number	
Distinctive Ring - 1 Telephone Number	
Distinctive Ring - 2 Telephone Numbers	
Enhanced Caller ID - Number Only (with ACR)	
Enhanced Caller ID - Name and Number (with ACR)	

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)**(N)****(N)****(D)**

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.10 VPoint Centrex Basic¹, (Cont'd.)****(T)****4.10.2 Maximum Rates, (Cont'd.)****(C) Features, (Cont'd.)****(2) Star Features - \$2.00 per occurrence**

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature with the exception of Call Trace.

(3) Toll Blocking Features

Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.

Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.

Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.

Option 4: Includes block for 900/976.

Option 5: Includes blocking for 1010 Dialing.

Option 6: Includes blocking for 900/976 and other Information Services.

Monthly fee per line:

Option 1 - \$11.00

Option 4 - No Charge

Option 2 - \$11.00

Option 5 - \$3.00

Option 3 - \$11.00

Option 6 - \$7.00

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)

4.11 Reserved for Future Use

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)

4.11 Reserved for Future Use, (Cont'd.)

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)

4.11 Reserved for Future Use, (Cont'd.)

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4.11 Reserved for Future Use, (Cont'd.)

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)

4.11 Reserved for Future Use, (Cont'd.)

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SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.1 Directory Listing Service, (Cont'd.)****5.1.3 Rates****(A) Monthly Charges**

<u>Directory Listings</u>	Maximum Rates		(T)
	Residential	Business	
	<u>MRC</u>	<u>MRC</u>	
Additional Listing (Per Listing)	\$3.00	\$7.60	
Non-Listed Number (Per Number)	\$3.70	\$3.70	
Non-Published Number (Per Number)	\$4.70	\$4.70	
Foreign Listing (Per Listing)	\$9.00	\$9.00	(N)

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SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.14 POTS Service¹ - Maximum Rates****(T)****5.14.1 New Line Install**

Installation is to D-Marc only. A separate charge applies to jacks/wiring.

	<u>Nonrecurring Charge</u>
New Line Install	
Initial Line	\$190.00
Additional Line	\$72.00

5.14.2 Change Fee

Changes to existing POTS service which includes class of service changes, feature changes, listing changes, disconnects, etc. This fee is per request and when changes are made to pending new service requests.

	<u>Nonrecurring Charge</u>
Change Fee	\$40.00

5.14.3 Reserved for Future Use**(D)****(D)****5.14.4 Busy Line Verification**

This charge applies when end users request customer service to verify if a line called is busy.

	<u>Nonrecurring Charge</u>
Busy Line Verification	\$15.00

¹ Effective October 2, 2016, this service is grandfathered and no longer available to new customers.

(N)

5.14 POTS Service¹ - Maximum Rates, (Cont'd.)

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Does not apply to maintenance or repair visits.

	<u>Nonrecurring Charge</u>
Premise Work Charge	
First Hour	\$368.00
Each Additional 30 Min.	\$90.00

Applies when local phone service is being transferred to a new location and the customer requests that service be operating at both locations for a temporary period.

Dual Service	<u>Nonrecurring Charge</u>
	\$48.00

Change Fee	<u>Nonrecurring Charge</u> \$200.00
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¹ Effective October 2, 2016, this service is grandfathered and no longer available to new customers.

(N)

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.15 Dedicated Circuits - Maximum Rates****(T)****5.15.1 Customer Premise - Site Visit**

Installation of API supplied equipment at customer site, includes testing, activation, and tune-up when applicable.

	<u>Nonrecurring Charge</u>
Customer Premise Visit	
Initial 2 Hours	\$450.00
Additional hour	\$180.00

5.15.2 Dedicated Circuit Change Fee**(T)**

Changes to existing dedicated circuit which includes reconfiguration, adding new service to existing dedicated circuit, disconnects to the dedicated circuit. This fee is per request.

	<u>Nonrecurring Charge</u>
Dedicated Circuit Change Fee	\$300.00

(T)**5.15.3 Dedicated Circuit Feature Change****(T)**

Applies to adding, removing or modifying features. It does not include charges for additional service being ordered.

	<u>Nonrecurring Charge</u>
Dedicated Circuit Feature Change Fee	\$1,000.00

(T)**5.15.4 Order Modification Fee (pre-FOC)**

Applies to customer requests to modify an order that is in process prior to an FOC being delivered.

	<u>Nonrecurring Charge</u>
Order Modification Fee (pre-FOC)	\$200.00

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SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.15 Dedicated Circuit - Maximum Rates, (Cont'd.)****(T)****5.15.5 Order Modification Fee (post-FOC)**

Applies to customer requests to modify an order that is in process after an FOC has been delivered.

	<u>Nonrecurring Charge</u>
Order Modification Fee (post FOC)	\$500.00

5.15.6 Order Cancellation Fee (post-FOC)

Applies to customer requests to cancel an order that is in process after an FOC has been delivered.

	<u>Nonrecurring Charge</u>
Order Cancellation Fee (post FOC)	\$1000.00

5.16.7 After Hours Activation

Applies when customer requests to activate or turn-up a dedicated circuit outside of normal business hours of 8:00 am to 5:00 pm. This service charge applies per dedicated circuit and is available during 6:30 am to 8:00 am and 5:00 pm to 7:00 pm local time.

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	<u>Nonrecurring Charge</u>
After Hour Activation	\$500.00

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SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.16 Common Charges - Maximum Rates, (Cont'd.)****5.16.4 D-MARC Extension Voice/Data Service**

Up to 300 ft, d-marc extension using CAT 5e Plenum cable with jack termination, includes site visit.

D-Marc Extension Voice/Data

Nonrecurring Charge

\$750.00

5.16.5 Missed Appointment Fee

When customer is not present to receive installation or other work related to a service order that results in a premise visit.

Missed Appointment Fee

Nonrecurring Charge

\$300.00

5.16.6 Customer Premise Site Survey (per location)

Applies with a premise visit occurs in order to conduct a visual inspection of the facility, gather and record information necessary to complete design of customer solution.

Customer Premise Site Survey

Nonrecurring Charge

\$450.00

5.16.7 Rescheduled Appointment Charge

When a Customer reschedules an appointment for number porting within 48 hours of the scheduled port date / time.

Customer Premise Site Survey

Nonrecurring Charge

\$150.00

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SECTION 6 – CURRENT RATES, (CONT'D.)**6.4 QPoint PBX Basic¹****(T)****6.4.1 Monthly Service Fee per Line: QPoint PBX Basic**

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$30.80	\$33.00	\$68.20
1 Year	\$28.00	\$30.00	\$62.00
2 Years	\$27.00	\$29.00	\$61.00
3 Years	\$26.00	\$28.00	\$60.00

6.4.2 Usage Rates per Minute

	<u>Local</u>	<u>IntraLATA</u>
Basic	Included	\$0.059

6.4.3 Features**(A) Complimentary Features - No Charge**

Block Caller ID	Deny Repeat Dial
Deny Call Return	Deny Select Forward
Deny Call Trace	

(B) Star Features - \$1.00 per occurrence

*57 Call Trace	*69 Call Return
*66 Busy Redial	*60 Call Back (*80 deactivate)
These features are also available on a monthly subscription basis as a Standard Feature.	

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 6 – CURRENT RATES, (CONT'D.)**6.4 QPoint PBX Basic¹, (Cont'd.)****(T)****6.4.3 Features, (Cont'd.)****(C) Standard Features - \$7.00 monthly fee per feature, per line**

Anonymous Call Rejection	Call Block
Call Forwarding Variable	Call Forwarding Variable Multi-Path
Call Forwarding Busy Line	Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer	Call Return
Call Waiting	Remote Activation of Call Forwarding
Repeat Dialing	Selective Call Acceptance
Selective Call Forwarding	Selective Call Rejection
Selective Call Ring	Speed Dialing - 8 Number
Speed Dialing - 30 Number	Three Way Calling

(D) Deluxe Features - \$7.50 monthly fee per feature, per line

Caller ID - Number Only
 Caller ID - Name and Number
 Distinctive Ring - 1 Telephone Number
 Distinctive Ring - 2 Telephone Numbers
 Enhanced Caller ID - Number Only (with ACR)
 Enhanced Caller ID - Name and Number (with ACR)
 Hunting

(E) DIDs

Monthly Fee per DID	\$0.40
---------------------	--------

(F) Toll Blocking FeaturesMonthly fee per line:

Option 1 - \$5.50	Option 4 - No Charge
Option 2 - \$5.50	Option 5 - \$1.50
Option 3 - \$5.50	Option 6 - \$3.50

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 6 – CURRENT RATES, (CONT'D.)**6.5 QPoint Centrex Basic¹****(T)****6.5.1 Monthly Service Fee per Line: QPoint Centrex Basic**

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$30.80	\$33.00	\$44.00
1 Year	\$28.00	\$30.00	\$40.00
2 Years	\$27.00	\$29.00	\$39.00
3 Years	\$26.00	\$28.00	\$38.00

6.5.2 Usage Rates per Minute

	<u>Local</u>	<u>IntraLATA</u>
Basic	Included	\$0.059

6.5.3 Features**(A) Complimentary Features - No Charge**

Block Caller ID	Deny Repeat Dial
Deny Call Return	Deny Select Forward
Deny Call Trace	Hunting
Anonymous Call Rejection	Call Block
Call Forwarding Variable	Call Forwarding Variable Multi-Path
Call Forwarding Busy Line	Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer	Remote Activation of Call Forwarding
Call Return	Selective Call Acceptance
Call Waiting	Selective Call Forwarding
Repeat Dialing	Selective Call Rejection
Speed Dialing - 8 Number	Selective Call Ring
Speed Dialing - 30 Number	Three Way Calling
Caller ID – Number Only	
Caller ID – Name and Number	
Distinctive Ring – 1 Telephone Number	
Distinctive Ring – 2 Telephone Numbers	
Enhanced Caller ID – Number Only (with ACR)	
Enhanced Caller ID – Name and Number (with ACR)	

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 6 – CURRENT RATES, (CONT'D.)

6.5 QPoint Centrex Basic¹, (Cont'd.)

(T)

6.5.3 Features, (Cont'd.)

(B) Star Features - \$1.00 per occurrence

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(C) Toll Blocking Features

Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.

Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.

Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.

Option 4: Includes block for 900/976.

Option 5: Includes blocking for 1010 Dialing.

Option 6: Includes blocking for 900/976 and other Information Services.

Monthly fee per line:

Option 1 - \$5.50

Option 4 – No Charge

Option 2 - \$5.50

Option 5 - \$1.50

Option 3 - \$5.50

Option 6 - \$3.50

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 6 – CURRENT RATES, (CONT'D.)

6.6 Reserved for Future Use

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SECTION 6 – CURRENT RATES, (CONT'D.)

6.6 Reserved for Future Use, (Cont'd.)

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SECTION 6 – CURRENT RATES, (CONT'D.)**6.7 Primary Access****6.7.1 Installation Fee**

1 Year
\$750

2 Years
\$500

3 Years
\$0

6.7.2 Features

First 20 DIDs	Included
Additional DIDs	\$0.20 per number monthly
Caller ID Name and Number	\$25.00 per month
Direct Trunk Overflow	\$50.00 per path

6.7.3 Monthly Service Fee

(T)

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 1	\$428	\$389	\$369	\$349
Tier 2	\$440	\$400	\$380	\$360
Tier 3	\$450	\$409	\$389	\$369
Tier 4	\$460	\$418	\$398	\$378
Tier 5	\$470	\$427	\$407	\$387
Tier 6	\$479	\$435	\$415	\$395
Tier 7	\$484	\$440	\$420	\$400
Tier 8	\$498	\$452	\$432	\$412
Tier 9	\$508	\$462	\$442	\$422
Tier 10	\$517	\$470	\$450	\$430
Tier 11	\$527	\$479	\$459	\$439
Tier 12	\$537	\$488	\$468	\$448
Tier 13	\$547	\$497	\$477	\$457
Tier 14	\$553	\$502	\$482	\$462

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SECTION 6 – CURRENT RATES, (CONT'D.)**6.7 Primary Access, (Cont'd.)****6.7.3 Monthly Service Fee, (Cont'd.)****(T)**

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 15	\$560	\$509	\$489	\$469
Tier 16	\$566	\$514	\$494	\$474
Tier 17	\$571	\$519	\$499	\$479
Tier 18	\$577	\$524	\$504	\$484
Tier 19	\$583	\$530	\$510	\$490
Tier 20	\$589	\$535	\$515	\$495
Tier 21	\$594	\$540	\$520	\$500
Tier 22	\$601	\$546	\$526	\$506
Tier 23	\$607	\$551	\$531	\$511
Tier 24	\$612	\$556	\$536	\$516
Tier 25	\$618	\$561	\$541	\$521
Tier 26	\$624	\$567	\$547	\$527
Tier 27	\$571	\$572	\$552	\$532
Tier 28	\$635	\$577	\$557	\$537
Tier 29	\$642	\$583	\$563	\$543
Tier 30	\$647	\$588	\$568	\$548
Tier 31	\$653	\$593	\$573	\$553
Tier 32	\$658	\$598	\$578	\$558
Tier 33	\$665	\$604	\$584	\$564
Tier 34	\$670	\$609	\$589	\$569
Tier 35	\$676	\$614	\$594	\$574
Tier 36	\$682	\$620	\$600	\$580
Tier 37	\$688	\$625	\$605	\$585
Tier 38	\$693	\$630	\$610	\$590
Tier 39	\$699	\$635	\$615	\$595
Tier 40	\$706	\$641	\$621	\$601
Tier 41	\$711	\$646	\$626	\$606
Tier 42	\$717	\$651	\$631	\$611
Tier 43	\$722	\$656	\$636	\$616
Tier 44	\$730	\$663	\$643	\$623

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SECTION 6 – CURRENT RATES, (CONT'D.)**6.7 Primary Access, (Cont'd.)****6.7.3 Monthly Service Fee, (Cont'd.)**

(T)

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 45	\$735	\$668	\$648	\$628
Tier 46	\$741	\$673	\$653	\$633
Tier 47	\$746	\$678	\$658	\$638
Tier 48	\$753	\$684	\$664	\$644
Tier 49	\$758	\$689	\$669	\$649
Tier 50	\$765	\$694	\$674	\$654
Tier 51	\$770	\$700	\$680	\$660
Tier 52	\$776	\$705	\$685	\$665
Tier 53	\$781	\$710	\$690	\$670
Tier 54	\$787	\$715	\$695	\$675
Tier 55	\$794	\$721	\$701	\$681
Tier 56	\$799	\$726	\$706	\$686
Tier 57	\$805	\$731	\$711	\$691
Tier 58	\$811	\$737	\$717	\$697
Tier 59	\$817	\$742	\$722	\$702
Tier 60	\$822	\$747	\$727	\$707
Tier 61	\$828	\$752	\$732	\$712
Tier 62	\$834	\$758	\$738	\$718
Tier 63	\$840	\$763	\$743	\$723
Tier 64	\$845	\$768	\$748	\$728
Tier 65	\$852	\$774	\$754	\$734
Tier 66	\$857	\$779	\$759	\$739
Tier 67	\$863	\$784	\$764	\$744
Tier 68	\$868	\$789	\$769	\$749
Tier 69	\$875	\$795	\$775	\$755
Tier 70	\$880	\$800	\$780	\$760
Tier 71	\$886	\$805	\$785	\$765
Tier 72	\$891	\$810	\$790	\$770
Tier 73	\$898	\$816	\$796	\$776
Tier 74	\$904	\$821	\$801	\$781
Tier 75	\$909	\$826	\$806	\$786

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SECTION 6 – CURRENT RATES, (CONT'D.)**6.9 VPoint PBX¹****(T)****6.9.1 Monthly Service Fee per Line: VPoint PBX Basic Zone 4**

Month to Month	\$53.00
1 Year	\$50.00
2 Years	\$49.00
3 Years	\$48.00

6.9.2 Usage Rates per Minute

	<u>Local</u>	<u>IntraLATA</u>
Basic	Included	\$0.19

6.9.3 Features**(A) Complimentary Features - No Charge**

Block Caller ID	Deny Repeat Dial
Deny Call Return	Deny Select Forward
Deny Call Trace	

(B) Star Features - \$1.00 per occurrence

*57 Call Trace	*69 Call Return
*66 Busy Redial	*60 Call Back (*80 deactivate)
These features are also available on a monthly subscription basis as a Standard Feature.	

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 6 – CURRENT RATES, (CONT'D.)**6.9 VPoint PBX¹, (Cont'd.)****(T)****6.9.3 Features, (Cont'd.)****(C) Standard Features - \$5.00 monthly fee per feature, per line**

Anonymous Call Rejection	Call Block
Call Forwarding Variable	Call Forwarding Variable Multi-Path
Call Forwarding Busy Line	Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer	Call Return
Call Waiting	Remote Activation of Call Forwarding
Repeat Dialing	Selective Call Forwarding
Speed Dialing - 8 Number	Speed Dialing - 30 Number
Three Way Calling	

(D) Deluxe Features - \$7.50 monthly fee per feature, per line

Caller ID - Number Only
 Caller ID - Name and Number
 Distinctive Ring - 1 Telephone Number
 Distinctive Ring - 2 Telephone Numbers
 Enhanced Caller ID - Number Only (with ACR)
 Enhanced Called ID - Name and Number (with ACR)

(E) DID Service

Monthly Fee per DID	\$0.40
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(F) Toll Blocking FeaturesMonthly fee per line:

Option 1 - \$5.50	Option 4 – No Charge
Option 2 - \$5.50	Option 5 - \$1.50
Option 3 - \$5.50	Option 6 - \$3.50

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)**(N)****(D)**

SECTION 6 – CURRENT RATES, (CONT'D.)**6.10 VPoint Centrex Basic¹****(T)****6.10.1 Monthly Service Fee per Line: VPoint Centrex Basic Zone 4**

Month to Month	\$66.00
1 Year	\$60.00
2 Years	\$59.00
3 Years	\$58.00

6.10.2 Usage Rates per Minute

Basic	<u>Local</u> Included	<u>IntraLATA</u> \$0.19
-------	--------------------------	----------------------------

6.10.3 Features**(A) Complimentary Features - No Charge**

Block Caller ID	Deny Repeat Dial
Deny Call Return	Deny Select Forward
Deny Call Trace	Hunting
Anonymous Call Rejection	Call Block
Call Forwarding Variable	Call Forwarding Variable Multi-Path
Call Forwarding Busy Line	Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer	Remote Activation of Call Forwarding
Call Return	Selective Call Forwarding
Call Waiting	Speed Dialing - 8 Number
Repeat Dialing	Speed Dialing - 30 Number
Caller ID – Number Only	Three Way Calling
Caller ID – Name and Number	
Distinctive Ring – 1 Telephone Number	
Distinctive Ring – 2 Telephone Numbers	
Enhanced Caller ID – Number Only (with ACR)	
Enhanced Caller ID – Name and Number (with ACR)	

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 6 – CURRENT RATES, (CONT'D.)**6.10 VPoint Centrex Basic¹, (Cont'd.)****(T)****6.10.3 Features, (Cont'd.)****(B) Star Features - \$1.00 per occurrence**

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(C) Toll Blocking Features

- Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.
- Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.
- Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.
- Option 4: Includes block for 900/976.
- Option 5: Includes blocking for 1010 Dialing.
- Option 6: Includes blocking for 900/976 and other Information Services.

Monthly fee per line:

Option 1 - \$5.50

Option 4 – No Charge

Option 2 - \$5.50

Option 5 - \$1.50

Option 3 - \$5.50

Option 6 - \$3.50

¹ Effective October 2, 2016, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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SECTION 6 – CURRENT RATES, (CONT'D.)**6.11 Directory Listings****Directory Listings****Business****MRC**

Additional Listing (Per Listing)

\$4.75 (I)

Non-Listed Number (Per Number)

\$3.60 (I)

Non-Published Number (Per Number)

\$4.20 (I)

Foreign Listing (Per Listing)

\$4.30

(N)

6.12 Directory Assistance**6.12.1 Basic Directory Assistance****Local Directory Assistance****Per query**

Direct dialed

\$2.49

Via operator

\$2.49

6.12.2 Directory Assistance Call Completion

Per completed call

\$1.00

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SECTION 6 – CURRENT RATES, (CONT'D.)**6.21 POTS Service¹****(T)****6.21.1 New Line Install**

	<u>Nonrecurring Charge</u>
New Line Install	
Initial Line	\$95.00
Additional Line	\$36.00

6.21.2 Change Fee

	<u>Nonrecurring Charge</u>
Change Fee	\$20.00

6.21.3 Reserved for Future Use**(D)**

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(D)**6.21.4 Busy Line Verification**

	<u>Nonrecurring Charge</u>
Busy Line Verification	\$7.50

¹ Effective October 2, 2016, this service is grandfathered and no longer available to new customers.

(N)

SECTION 6 – CURRENT RATES, (CONT'D.)**6.21 POTS Service¹, (Cont'd.)****(T)****6.21.5 Reserved for Future Use****(D)**|
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(D)**6.21.6 Premise Work Charge**

	<u>Nonrecurring Charge</u>
Premise Work Charge	
First Hour	\$184.00
Each Additional 30 Min.	\$45.00

6.21.7 Dual Service

	<u>Nonrecurring Charge</u>
Dual Service	\$24.00

6.21.8 Change Fee (post-FOC)

	<u>Nonrecurring Charge</u>
Change Fee	\$100.00

¹ Effective October 2, 2016, this service is grandfathered and no longer available to new customers.

(N)

SECTION 6 – CURRENT RATES, (CONT'D.)**6.22 Dedicated Circuits (T)****6.22.1 Customer Premise - Site Visit**

	<u>Nonrecurring Charge</u>
Customer Premise Visit	
Initial 2 Hours	\$275.00 (T)
Additional hour	\$90.00

6.22.2 Dedicated Circuit Change Fee (T)

	<u>Nonrecurring Charge</u>	
Dedicated Circuit Change Fee	\$150.00	(T)

6.22.3 Dedicated Circuit Feature Change (T)

	<u>Nonrecurring Charge</u>	
Dedicated Circuit Feature Change Fee	\$25.00	(T)

6.22.4 Order Modification Fee (pre-FOC)

	<u>Nonrecurring Charge</u>
Order Modification Fee (pre-FOC)	\$100.00

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SECTION 6 – CURRENT RATES, (CONT'D.)

6.22 Dedicated Circuits, (Cont'd.)

(T)

6.22.5 Order Modification Fee (post-FOC)

Order Modification Fee (post FOC)	<u>Nonrecurring Charge</u> \$250.00
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6.22.6 Order Cancellation Fee (post-FOC)

Order Cancellation Fee (post FOC)	<u>Nonrecurring Charge</u> \$495.00
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6.22.7 After Hours Activation

After Hour Activation	<u>Nonrecurring Charge</u> \$500.00
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SECTION 6 – CURRENT RATES, (CONT'D.)**6.23 Common Charges****6.23.1 Maintenance Work Charge**

	<u>Nonrecurring Charge</u>
Maintenance Work Charge	
First Hour	\$200.00 (I)
Additional hour	\$99.00 (I)

6.23.2 Inside Wiring Voice/Data service - Option 1

	<u>Nonrecurring Charge</u>
Inside Wiring Voice Data Option 1	\$200.00

6.23.3 Inside Wiring Voice/Data service - Option 2

	<u>Nonrecurring Charge</u>
Inside Wiring Voice Data Option 2	\$245.00

6.23.4 D-MARC Extension Voice/Data Service

	<u>Nonrecurring Charge</u>
D-Marc Extension Voice/Data	\$375.00

6.23.5 Missed Appointment Fee

	<u>Nonrecurring Charge</u>
Missed Appointment Fee	\$300.00 (I)

6.23.6 Customer Premise Site Survey (per location)

	<u>Nonrecurring Charge</u>
Customer Premise Site Survey	\$225.00

6.23.7 Rescheduled Appointment Charge

	<u>Nonrecurring Charge</u>
Rescheduled Appointment Charge	
Per Telephone Number	\$50.00

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SECTION 6 – CURRENT RATES, (CONT'D.)

6.24 Reserved for Future Use

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SECTION 6 – CURRENT RATES, (CONT'D.)

6.24 Reserved for Future Use, (Cont'd.)

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SECTION 6 – CURRENT RATES, (CONT'D.)

6.24 Reserved for Future Use, (Cont'd.)

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6.24 Reserved for Future Use, (Cont'd.)

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GRANDFATHERED SERVICES**SECTION 1 – SERVICE OFFERINGS****1.1 QPoint¹**

QPoint service combines local and long distance telecommunications service into one telecommunications package. QPoint Basic provides unlimited calls in the local calling area and low rates on the IntraLATA and long distance calls. QPoint Complete provides local, IntraLATA and domestic long distance free. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed in an initial eighteen (18) seconds and six (6) second increments thereafter. All service requires a minimum of one year term agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

1.1.1 Terms and Conditions

- (A) QPoint service is available in Qwest serving areas.
- (B) QPoint service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the QPoint rate plan.
- (C) QPoint service can be configured as POTS service only.
- (D) QPoint is to be used for voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- (E) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all QPoint rate plans.
- (F) International calls are billed at individual rates for each country per the published API World Access rate plan.
- (G) All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.1 QPoint¹, (Cont'd.)

1.1.2 Maximum Rates

(A) Monthly Service Fee per Line: QPoint Basic

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$58.00	\$58.00	\$74.00
1 Year	\$52.00	\$52.00	\$68.00
2 Years	\$50.00	\$50.00	\$68.00
3 Years	\$48.00	\$48.00	\$66.00

(B) Monthly Service Fee per Line: QPoint Complete

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$92.00	\$92.00	\$110.00
1 Year	\$86.00	\$86.00	\$104.00
2 Years	\$84.00	\$84.00	\$102.00
3 Years	\$82.00	\$82.00	\$100.00

(C) Usage Rates per Minute

	<u>Local</u>
Basic	Included
Complete	Included

(D) Features

(1) Features - \$1.00

<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	Block Caller ID
900/976 Block	Deny Call Return
Collect Call Blocking	Deny Call Trace
Directory Assistance Blocking	Deny Repeat Dial
International Call Blocking	
Operator Assisted Call Blocking	

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.1 QPoint¹, (Cont'd.)

1.1.2 Maximum Rates, (Cont'd.)

(D) Features, (Cont'd.)

(2) Star Features - \$2.00 per occurrence

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(3) Standard Features - \$7.00 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Acceptance

Selective Call Forwarding

Selective Call Rejection

Selective Call Ring

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(4) Deluxe Feature - \$9.00 monthly fee per additional feature, per line

Caller ID - Number only

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID - Caller ID with Name, Number and ACR

Hunting

(5) Unlimited Feature Package - Choose any Feature

Monthly Fee per Line

\$20.00

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

GRANDFATHERED SERVICES, (CONT'D.)**SECTION 1 - SERVICE OFFERINGS, (CONT'D.)****1.2 QPoint PBX¹**

QPoint PBX service combines local and long distance telecommunications service into one telecommunications package. QPoint PBX Basic provides unlimited calls in the local calling area and low rates on IntraLATA and long distance calls. QPoint PBX Complete provides local, IntraLATA and domestic long distance free. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

1.2.1 Terms and Conditions

- (A) QPoint PBX service is available in Qwest serving areas.
- (B) QPoint PBX service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the QPoint PBX rate plan.
- (C) QPoint PBX service can be configured as Two Way PBX and DID service only.
- (D) All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (E) QPoint PBX is to be used for voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- (F) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all QPoint PBX rate plans.
- (G) International calls are billed at individual rates for each country per the published API World Access rate plan.

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.2 QPoint PBX¹, (Cont'd.)

1.2.2 Maximum Rates

(A) Monthly Service Fee per Line: QPoint PBX Basic

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$60.00	\$60.00	\$78.00
1 Year	\$54.00	\$54.00	\$72.00
2 Years	\$52.00	\$52.00	\$70.00
3 Years	\$50.00	\$50.00	\$68.00

(B) Monthly Service Fee per Line: QPoint PBX Complete

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$94.00	\$94.00	\$114.00
1 Year	\$88.00	\$88.00	\$108.00
2 Years	\$86.00	\$86.00	\$106.00
3 Years	\$84.00	\$84.00	\$104.00

(C) Usage Rates per Minute

Local Basic	Included
Local Complete	Included

(D) Features

(1) Features - \$1.00

	<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	International Call Blocking	Block Caller ID
900/976 Block	Operator Assisted Call Blocking	Deny Call Return
Collect Call Blocking		Deny Call Trace
Directory Assistance Blocking		Deny Repeat Dial

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.2 QPoint PBX¹, (Cont'd.)

1.2.2 Maximum Rates, (Cont'd.)

(D) Features, (Cont'd.)

(2) Star Features - \$2.00 per occurrence

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(3) Standard Features - \$7.00 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Acceptance

Selective Call Forwarding

Selective Call Rejection

Selective Call Ring

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)**SECTION 1 - SERVICE OFFERINGS, (CONT'D.)****1.2 QPoint PBX¹, (Cont'd.)****1.2.2 Maximum Rates, (Cont'd.)****(D) Features, (Cont'd.)**

- (4)** Deluxe Features - \$9.00 monthly fee per feature, per line

Caller ID - Number Only
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID - Caller ID with Name, Number and ACR
Hunting

- (5)** DIDs

Monthly Fee per DID	\$0.40
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- (6)** Unlimited Feature Package

Monthly Fee per Line	\$20.00
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¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)**SECTION 1 - SERVICE OFFERINGS, (CONT'D.)****1.3 QPoint Centrex¹**

QPoint Centrex service combines local and long distance telecommunications service into one telecommunications package. QPoint Centrex Basic provides unlimited calls in local calling area and low rates on IntraLATA and long distance calls. QPoint Centrex Complete provides local, IntraLATA and domestic long distance calls free. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed in initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

1.3.1 Terms and Conditions

- (A) QPoint Centrex service is available in Qwest serving areas.
- (B) QPoint Centrex service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the QPoint Centrex rate plan.
- (C) QPoint Centrex service can be configured at Centrex service only.
- (D) All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (E) QPoint Centrex is to be used for voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible for this rate plan.
- (F) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all QPoint Centrex rate plans.
- (G) International calls are billed at individual rates for each country per the published API World Access rate plan.

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.3 QPoint Centrex¹, (Cont'd.)

1.3.2 Maximum Rates

(A) Monthly Service Fee per Line: QPoint Centrex Basic

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$60.00	\$60.00	\$78.00
1 Year	\$54.00	\$54.00	\$72.00
2 Years	\$52.00	\$52.00	\$70.00
3 Years	\$50.00	\$50.00	\$68.00

(B) Monthly Service Fee per Line: QPoint Centrex Complete

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$94.00	\$94.00	\$114.00
1 Year	\$88.00	\$88.00	\$108.00
2 Years	\$86.00	\$86.00	\$106.00
3 Years	\$84.00	\$84.00	\$104.00

(C) Usage Rates per Minute

Local Basic	Included
Local Complete	Included

(D) Features

(1) Features - \$1.00

	<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	International Call Blocking	Block Caller ID
900/976 Block	Operator Assisted Call Blocking	Deny Call Return
Collect Call Blocking		Deny Call Trace
Directory Assistance Blocking		Deny Repeat Dial

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.3 QPoint Centrex¹, (Cont'd.)

1.3.2 Maximum Rates, (Cont'd.)

(D) Features, (Cont'd.)

(2) Star Features - \$2.00 per occurrence

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(3) Standard Features - \$7.00 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Acceptance

Selective Call Forwarding

Selective Call Rejection

Selective Call Ring

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(4) Deluxe Features - \$9.00 monthly fee per feature, per line

Caller ID - Number Only

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID - Caller ID with Name, Number and ACR

Hunting

(5) Unlimited Feature Package - Choose any features

Monthly Fee per Line

\$20.00

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(D)

GRANDFATHERED SERVICES, (CONT'D.)**SECTION 1 - SERVICE OFFERINGS, (CONT'D.)****1.4 PrimaryAccess-O¹**

PrimaryAccess combines local and long distance telephone service. Customers can choose T-1 as ISDN-PRI or a local T-1. Regulatory charges and taxes are not included in the rates of this service.

Local calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

1.4.1 Terms and Conditions

- (A) PrimaryAccess service is provided only via dedicated T-1 circuits and can be configured as Digital Trunks or PRI Trunks.
- (B) Direct Trunk Overflow is not available in all serving areas.
- (C) Customers subscribing to Option 1 must ensure that the percentage of non-toll free incoming calls is less than 75% of the total number of calls. Access Point reserves the right to bill \$0.015 per minute of all calls in excess of 75%.
- (D) All calls originating on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (E) Local or IntraLATA minutes included with this service must be used for call on the circuit. They cannot be used by, shared with, or applied to, any other circuit, service or location.
- (F) Toll Free calls will be billed at the rates specified for interstate, IntraLATA and intrastate.

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.4 Primary Access-O¹, (Cont'd.)

1.4.2 Usage Packages Maximum Rates

(A) Option 1 - Domestic and Toll Free Measured Usage Rates

<u>Monthly</u>	<u>Local Usage</u>	<u>IntraLATA Usage</u>
\$100	\$0.030 per minute	\$0.060 per minute

(B) Option 2 - Domestic and Toll Free Bundled Usage Rates

<u>Monthly</u>	<u>Local Usage</u>	<u>IntraLATA Usage</u>
\$200	15,000 Minute Included \$0.020 per add'l minute	5,000 Minutes Included \$0.060 per add'l minute

(C) Option 3 - Domestic and Toll Free Flat Usage Rates

<u>Monthly</u>	<u>Local Usage</u>	<u>IntraLATA Usage</u>
\$450	\$0.020 per add'l minute	\$0.060 per add'l minute

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GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.4 Primary Access-O¹, (Cont'd.)

1.4.3 Monthly Service Fee Maximum Rates

(T)

Customers may choose from one of the Tier and Term Plan options below. Tiers are equal to the number of circuits turned up on the facility for voice grade services.

(T)

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 1	\$821	\$746	\$700	\$650
Tier 2	\$906	\$824	\$774	\$720
Tier 3	\$990	\$900	\$846	\$790
Tier 4	\$1076	\$978	\$920	\$860
Tier 5	\$1162	\$1056	\$994	\$930
Tier 6	\$1248	\$1134	\$1068	\$1000
Tier 7	\$1333	\$1212	\$1142	\$1070
Tier 8	\$1419	\$1290	\$1216	\$1140
Tier 9	\$1505	\$1368	\$1290	\$1210
Tier 10	\$1591	\$1446	\$1364	\$1280
Tier 11	\$1676	\$1524	\$1438	\$1350
Tier 12	\$1760	\$1600	\$1510	\$1420
Tier 13	\$1846	\$1678	\$1586	\$1490
Tier 14	\$1932	\$1756	\$1660	\$1560
Tier 15	\$2017	\$1834	\$1734	\$1630
Tier 16	\$2103	\$1912	\$1808	\$1700
Tier 17	\$2189	\$1990	\$1882	\$1770
Tier 18	\$2275	\$2068	\$1956	\$1840
Tier 19	\$2361	\$2146	\$2030	\$1910
Tier 20	\$2446	\$2224	\$2104	\$1980
Tier 21	\$2530	\$2300	\$2176	\$2050
Tier 22	\$2616	\$2378	\$2250	\$2120
Tier 23	\$2702	\$2456	\$2324	\$2190
Tier 24	\$2788	\$2534	\$2398	\$2260

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.4 Primary Access-O¹, (Cont'd.)

1.4.3 Monthly Service Fee Maximum Rates, (Cont'd.)

(T)

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 25	\$2873	\$2612	\$2472	\$2330
Tier 26	\$2959	\$2690	\$2546	\$2400
Tier 27	\$3045	\$2768	\$2620	\$2470
Tier 28	\$3131	\$2846	\$2694	\$2540
Tier 29	\$3216	\$2924	\$2768	\$2610
Tier 30	\$3300	\$3000	\$2840	\$2680
Tier 31	\$3386	\$3078	\$2916	\$2750
Tier 32	\$3472	\$3156	\$2990	\$2820
Tier 33	\$3557	\$3234	\$3064	\$2890
Tier 34	\$3643	\$3312	\$3138	\$2960
Tier 35	\$3729	\$3390	\$3212	\$3030

1.4.4 Features Maximum Rates

First 20 DIDs	\$0.20
Additional DIDs	\$0.40 per number per month
Caller ID Name and Number	\$50.00 per month
Direct Trunk Overflow	\$100.00 per path

1.4.5 Installation Charges Maximum Rates

Installation Fee 1 Year Term	\$1500.00
Installation Fee 2 Year Term	\$1000.00
Installation Fee 3 Year Term	\$100.00

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(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)**SECTION 1 - SERVICE OFFERINGS, (CONT'D.)****1.5 VPoint Features¹****1.5.1 Features - \$1.00**Toll Blocking:

700 Block

900/976 Block

Collect Call Blocking

Directory Assistance Blocking

International Call Blocking

Operator Assisted Call Blocking

Denial of Use:

Block Caller ID

Deny Call Return

Deny Call Trace

Deny Repeat Dial

Other:

Hunting

1.5.2 Star Features - \$2.00 per occurrence

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

1.5.3 Standard Features - \$8.00 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Forwarding

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.5 VPoint Features¹, (Cont'd.)

1.5.4 Deluxe Features - \$9.00 monthly fee per feature, per line

Caller ID - Name and Number
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID

1.5.5 Unlimited Feature Package - Choose any Features

Monthly Fee per Line	\$30.00
----------------------	---------

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.6 VPoint PBX Features¹

1.6.1 Complimentary Features - \$1.00

Toll Blocking:

700 Block

900/976 Block

Collect Call Blocking

Directory Assistance Blocking

International Call Blocking

Operator Assisted Call Blocking

Denial of Use:

Block Caller ID

Deny Call Return

Deny Call Trace

Deny Repeat Dial

Other:

Hunting

1.6.2 Star Features - \$2.00, per occurrence

*57 Call Trace

*66 Busy Redial

*69 Call Return

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

1.6.3 Standard Features - \$7.00 monthly fee per feature, per line

Anonymous Call Rejection

Call Forwarding Variable

Call Forwarding Busy Line

Call Forwarding Don't Answer

Call Waiting

Repeat Dialing

Speed Dialing - 8 Number

Three Way Calling

Call Block

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line Multi-Path

Call Return

Remote Activation of Call Forwarding

Select Call Forwarding

Speed Dialing - 30 Number

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.6 VPoint PBX Features¹, (Cont'd.)

1.6.4 Deluxe Features - \$9.00 monthly fee per feature, per line

Caller ID - Name and Number
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID

1.6.5 DIDs

Monthly Fee per DID	\$0.40
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1.6.6 Unlimited Feature Package - Choose any Features

Monthly Fee per Line	\$30.00
----------------------	---------

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)**SECTION 1 - SERVICE OFFERINGS, (CONT'D.)****1.7 VPoint Centrex¹**

VPoint Centrex service combines local and long distance telecommunications service into one telecommunications package. VPoint Centrex Basic provides unlimited calls in the local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

1.7.1 Terms and Conditions

- (A) VPoint Centrex service is available in Verizon serving areas.
- (B) VPoint Centrex service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the VPoint Centrex rate plan.
- (C) VPoint Centrex service can be configured as Centrex lines only.
- (D) All calls originated on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carries for completion or billing.
- (E) VPoint Centrex is to be used for voice service only. Customers using autodialers, telemarketing applications or switching are not eligible to use this rate plan.
- (F) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all VPoint Centrex rate plans.

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.7 VPoint Centrex¹, (Cont'd.)

1.7.2 Maximum Rates

(A) Monthly Service Fee per Line: VPoint Centrex Basic Zone 4

Month to Month	\$106.00
1 Year	\$100.00
2 Years	\$98.00
3 Years	\$96.00

(B) Usage Rates per Minute

	<u>Local</u>
Basic	Included

(C) Features

(1) Features - \$1.00

<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	Block Caller ID
900/976 Block	Deny Call Return
Collect Call Blocking	Deny Call Trace
Directory Assistance Blocking	Deny Repeat Dial
International Call Blocking	<u>Other:</u>
Operator Assisted Call Blocking	Hunting

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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Cary, North Carolina 27518

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 1 - SERVICE OFFERINGS, (CONT'D.)

1.7 VPoint Centrex¹, (Cont'd.)

1.7.2 Maximum Rates, (Cont'd.)

(C) Features, (Cont'd.)

(2) Star Features - \$2.00, per occurrence

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(3) Standard Features - \$7.00 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Select Call Forwarding

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(4) Deluxe Features - \$9.00 monthly fee per feature, per line

Caller ID - Name and Number

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID

(5) Unlimited Feature Package - Choose any Features

Monthly Fee per Line

\$30.00

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 2 - CURRENT RATES

2.1 QPoint¹

2.1.1 Monthly Service Fee per Line: QPoint Basic

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$29.00	\$29.00	\$37.00
1 Year	\$26.00	\$26.00	\$34.00
2 Years	\$25.00	\$25.00	\$33.00
3 Years	\$24.00	\$24.00	\$32.00

2.1.2 Monthly Service Fee per Line: QPoint Complete

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$46.00	\$46.00	\$55.00
1 Year	\$43.00	\$43.00	\$52.00
2 Years	\$42.00	\$42.00	\$51.00
3 Years	\$41.00	\$41.00	\$50.00

2.1.3 Usage Rates per Minute

	<u>Local</u>
Basic	Included
Complete	Included

2.1.4 Features

(A) Complimentary Features - No Charge

<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	Block Caller ID
900/976 Block	Deny Call Return
Collect Call Blocking	Deny Call Trace
Directory Assistance Blocking	Deny Repeat Dial
International Call Blocking	
Operator Assisted Call Blocking	

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 2 – CURRENT RATES, (CONT'D.)

2.1 QPoint¹, (Cont'd.)

2.1.4 Features, (Cont'd.)

(B) Star Features - \$1.00 per occurrence

*57 Call Trace	*69 Call Return
*66 Busy Redial	*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(C) Standard Features - \$3.50 monthly fee per feature, per line

Anonymous Call Rejection	Call Block
Call Forwarding Variable	Call Forwarding Variable Multi-Path
Call Forwarding Busy Line	Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer	Call Return
Call Waiting	Remote Activation of Call Forwarding
Repeat Dialing	Selective Call Acceptance
Selective Call Forwarding	Selective Call Rejection
Selective Call Ring	Speed Dialing - 8 Number
Speed Dialing - 30 Number	Three Way Calling

(E) Deluxe Feature - \$4.50 monthly fee per additional feature, per line

Caller ID - Number only
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID - Caller ID with Name, Number and ACR
Hunting

(F) Unlimited Feature Package - Choose any Feature

Monthly Fee per Line	\$10.00
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¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 2 – CURRENT RATES, (CONT'D.)

2.2 QPoint PBX¹

2.2.1 Monthly Service Fee per Line: QPoint PBX Basic

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$30.00	\$30.00	\$39.00
1 Year	\$27.00	\$27.00	\$36.00
2 Years	\$26.00	\$26.00	\$35.00
3 Years	\$25.00	\$25.00	\$34.00

2.2.2 Monthly Service Fee per Line: QPoint PBX Complete

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$47.00	\$47.00	\$57.00
1 Year	\$44.00	\$44.00	\$54.00
2 Years	\$43.00	\$43.00	\$53.00
3 Years	\$42.00	\$42.00	\$52.00

2.2.3 Usage Rates per Minute

	<u>Local</u>
Basic	Included
Complete	Included

2.2.4 Features

(A) Complimentary Features - No Charge

<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	Block Caller ID
900/976 Block	Deny Call Return
Collect Call Blocking	Deny Call Trace
Directory Assistance Blocking	Deny Repeat Dial
International Call Blocking	
Operator Assisted Call Blocking	

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 2 – CURRENT RATES, (CONT'D.)

2.2 QPoint PBX¹, (Cont'd.)

2.2.4 Features, (Cont'd.)

(B) Star Features - \$1.00 per occurrence

*57 Call Trace	*69 Call Return
*66 Busy Redial	*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(C) Standard Features - \$3.50 monthly fee per feature, per line

Anonymous Call Rejection	Call Block
Call Forwarding Variable	Call Forwarding Variable Multi-Path
Call Forwarding Busy Line	Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer	Call Return
Call Waiting	Remote Activation of Call Forwarding
Repeat Dialing	Selective Call Acceptance
Selective Call Forwarding	Selective Call Rejection
Selective Call Ring	Speed Dialing - 8 Number
Speed Dialing - 30 Number	Three Way Calling

(D) Deluxe Features - \$4.50 monthly fee per feature, per line

Caller ID - Number Only
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID - Caller ID with Name, Number and ACR
Hunting

(E) DIDs

Monthly Fee per DID	\$0.20
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(F) Unlimited Feature Package

Monthly Fee per Line	\$10.00
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¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(D)

GRANDFATHERED SERVICES, (CONT'D.)**SECTION 2 – CURRENT RATES, (CONT'D.)****2.3 QPoint Centrex¹****2.3.1 Monthly Service Fee per Line: QPoint Centrex Basic**

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$30.00	\$30.00	\$39.00
1 Year	\$27.00	\$27.00	\$36.00
2 Years	\$26.00	\$26.00	\$35.00
3 Years	\$25.00	\$25.00	\$34.00

2.3.2 Monthly Service Fee per Line: QPoint Centrex Complete

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$47.00	\$47.00	\$57.00
1 Year	\$44.00	\$44.00	\$54.00
2 Years	\$43.00	\$43.00	\$53.00
3 Years	\$42.00	\$42.00	\$52.00

2.3.3 Usage Rates per Minute

	<u>Local</u>
Basic	Included
Complete	Included

2.3.4 Features**(A) Complimentary Features - No Charge**

<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	Block Caller ID
900/976 Block	Deny Call Return
Collect Call Blocking	Deny Call Trace
Directory Assistance Blocking	Deny Repeat Dial
International Call Blocking	
Operator Assisted Call Blocking	

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 2 – CURRENT RATES, (CONT'D.)

2.3 QPoint Centrex¹, (Cont'd.)

2.3.4 Features, (Cont'd.)

- (B) **Star Features - \$1.00 per occurrence**
*57 Call Trace *69 Call Return
*66 Busy Redial *60 Call Back (*80 deactivate)
These features are also available on a monthly subscription basis as a Standard Feature.
- (C) **Standard Features - \$3.50 monthly fee per feature, per line**
Anonymous Call Rejection Call Block
Call Forwarding Variable Call Forwarding Variable Multi-Path
Call Forwarding Busy Line Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer Call Return
Call Waiting Remote Activation of Call Forwarding
Repeat Dialing Selective Call Acceptance
Selective Call Forwarding Selective Call Rejection
Selective Call Ring Speed Dialing - 8 Number
Speed Dialing - 30 Number Three Way Calling
- (D) **Deluxe Features - \$4.50 monthly fee per feature, per line**

Caller ID - Number Only
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID - Caller ID with Name, Number and ACR
Hunting
- (E) **Unlimited Feature Package - Choose any features**

Monthly Fee per Line \$10.00

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(N)
(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 2 – CURRENT RATES, (CONT'D.)

2.4 Primary Access-O¹

2.4.1 Usage Packages

(A) Option 1 - Domestic and Toll Free Measured Usage Rates

<u>Monthly</u>	<u>Local Usage</u>	<u>IntraLATA Usage</u>
Included	\$0.015 per minute	\$0.029 per minute

(B) Option 2 - Domestic and Toll Free Bundled Usage Rates

<u>Monthly</u>	<u>Local Usage</u>	<u>IntraLATA Usage</u>
\$100	15,000 Minute Included \$0.010 per add'l minute	5,000 Minutes Included \$0.029 per add'l minute

(C) Option 3 - Domestic and Toll Free Flat Usage Rates

<u>Monthly</u>	<u>Local Usage</u>	<u>IntraLATA Usage</u>
\$225	Included	Included

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GRANDFATHERED SERVICES, (CONT'D.)**SECTION 2 – CURRENT RATES, (CONT'D.)****2.4 Primary Access, (Cont'd.)****2.4.2 Monthly Service Fee****(T)**

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 1	\$410	\$373	\$350	\$325
Tier 2	\$453	\$412	\$387	\$360
Tier 3	\$495	\$450	\$423	\$395
Tier 4	\$538	\$489	\$460	\$430
Tier 5	\$581	\$528	\$497	\$465
Tier 6	\$624	\$567	\$534	\$500
Tier 7	\$667	\$606	\$571	\$535
Tier 8	\$710	\$645	\$608	\$570
Tier 9	\$752	\$684	\$645	\$605
Tier 10	\$795	\$723	\$682	\$640
Tier 11	\$838	\$762	\$719	\$675
Tier 12	\$880	\$800	\$755	\$710
Tier 13	\$923	\$839	\$793	\$745
Tier 14	\$966	\$878	\$830	\$780
Tier 15	\$1009	\$917	\$867	\$815
Tier 16	\$1052	\$956	\$904	\$850
Tier 17	\$1095	\$995	\$941	\$885
Tier 18	\$1137	\$1034	\$978	\$920
Tier 19	\$1180	\$1073	\$1015	\$955
Tier 20	\$1223	\$1112	\$1052	\$990
Tier 21	\$1265	\$1150	\$1088	\$1025
Tier 22	\$1308	\$1189	\$1125	\$1060
Tier 23	\$1351	\$1228	\$1162	\$1095
Tier 24	\$1394	\$1267	\$1199	\$1130

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GRANDFATHERED SERVICES, (CONT'D.)

SECTION 2 – CURRENT RATES, (CONT'D.)

2.4 Primary Access, (Cont'd.)

2.4.2 Monthly Service Fee, (Cont'd.)

(T)

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 25	\$1437	\$1306	\$1236	\$1165
Tier 26	\$1480	\$1345	\$1273	\$1200
Tier 27	\$1522	\$1384	\$1310	\$1235
Tier 28	\$1565	\$1423	\$1347	\$1270
Tier 29	\$1608	\$1462	\$1384	\$1305
Tier 30	\$1650	\$1500	\$1420	\$1340
Tier 31	\$1693	\$1539	\$1458	\$1375
Tier 32	\$1736	\$1578	\$1495	\$1410
Tier 33	\$1779	\$1617	\$1532	\$1445
Tier 34	\$1822	\$1656	\$1569	\$1480
Tier 35	\$1865	\$1695	\$1606	\$1515

2.4.3 Features

First 20 DID's	Included
Additional DID's	\$0.20 per number per month
Caller ID and Number	\$25.00 per month
Direct Trunk Overflow	\$50.00 per path

2.4.4 Installation Charges

Installation Fee 1 Year Term	\$750.00
Installation Fee 2 Year Term	\$500.00
Installation Fee 3 Year Term	\$0.00

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(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)**SECTION 2 – CURRENT RATES, (CONT'D.)****2.5 VPoint Features¹****2.5.1 Complimentary Features - No Charge**Toll Blocking:

700 Block
900/976 Block
Collect Call Blocking
Directory Assistance Blocking
International Call Blocking
Operator Assisted Call Blocking

Denial of Use:

Block Caller ID
Deny Call Return
Deny Call Trace
Deny Repeat Dial

Other:

Hunting

2.5.2 Star Features - \$1.00 per occurrence

*57 Call Trace
*66 Busy Redial

*69 Call Return
*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

2.5.3 Standard Features - \$3.50 monthly fee per feature, per line

Anonymous Call Rejection
Call Forwarding Variable
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Waiting
Repeat Dialing
Speed Dialing - 8 Number
Three Way Calling

Call Block
Call Forwarding Variable Multi-Path
Call Forwarding Busy Line Multi-Path
Call Return
Remote Activation of Call Forwarding
Selective Call Forwarding
Speed Dialing - 30 Number

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 2 – CURRENT RATES, (CONT'D.)

2.5 VPoint Features¹, (Cont'd.)

2.5.4 Deluxe Features - \$4.50 monthly fee per feature, per line

Caller ID - Name and Number
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID

2.5.5 Unlimited Feature Package - Choose any Features

Monthly Fee per Line	\$15.00
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¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)**SECTION 2 – CURRENT RATES, (CONT'D.)****2.6 VPoint PBX Features¹****2.6.1 Complimentary Features - No Charge**Toll Blocking:700 Block
900/976 Block
Collect Call Blocking
Directory Assistance Blocking
International Call Blocking
Operator Assisted Call BlockingDenial of Use:Block Caller ID
Deny Call Return
Deny Call Trace
Deny Repeat DialOther:

Hunting

2.6.2 Star Features - \$1.00 per occurrence

*57 Call Trace

*66 Busy Redial

*69 Call Return

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

2.6.3 Standard Features - \$3.50 monthly fee per feature, per lineAnonymous Call Rejection
Call Forwarding Variable
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Waiting
Repeat Dialing
Speed Dialing - 8 Number
Three Way CallingCall Block
Call Forwarding Variable Multi-Path
Call Forwarding Busy Line Multi-Path
Call Return
Remote Activation of Call Forwarding
Selective Call Forwarding
Speed Dialing - 30 Number

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 2 – CURRENT RATES, (CONT'D.)

2.6 VPoint PBX Features¹, (Cont'd.)

2.6.4 Deluxe Features - \$4.50 monthly fee per feature, per line

Caller ID - Name and Number
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID

2.6.5 Unlimited Feature Package - Choose any Features

Monthly Fee per Line	\$15.00
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2.6.6 DID Service

Monthly Fee per DID	\$0.20
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¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)

GRANDFATHERED SERVICES, (CONT'D.)**SECTION 2 – CURRENT RATES, (CONT'D.)****2.7 VPoint Centrex¹****2.7.1 Monthly Service Fee per Line: VPoint Centrex Basic Zone 4**

Month to Month	\$53.00
1 Year	\$50.00
2 Years	\$49.00
3 Years	\$48.00

2.7.2 Usage Rates per Minute

	<u>Local</u>
Basic	Included

2.7.3 Features**(A) Complimentary Features - No Charge**

<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	Block Caller ID
900/976 Block	Deny Call Return
Collect Call Blocking	Deny Call Trace
Directory Assistance Blocking	Deny Repeat Dial
International Call Blocking	<u>Other:</u>
Operator Assisted Call Blocking	Hunting

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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GRANDFATHERED SERVICES, (CONT'D.)**SECTION 2 – CURRENT RATES, (CONT'D.)****2.7 VPoint Centrex¹, (Cont'd.)****2.7.3 Features, (Cont'd.)****(B) Star Features - \$1.00 per occurrence**

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(C) Standard Features - \$3.50 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Forwarding

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(D) Deluxe Features - \$4.50 monthly fee per feature, per line

Caller ID - Name and Number

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID

(E) Unlimited Feature Package - Choose any Features

Monthly Fee per Line

\$15.00

¹ Effective December 28, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(D)

GRANDFATHERED SERVICES, (CONT'D.)

SECTION 2 – CURRENT RATES, (CONT'D.)

142.8 VPoint ¹

2.8.1 Monthly Service Fee per Line: VPoint Basic Zone 4

Month to Month	\$53.00
1 Year	\$50.00
2 Years	\$49.00
3 Years	\$48.00

2.8.2 Usage Rates per Minute - See Section 6, Page 13

2.8.3 Features - See Section 6, Pages 13-14

¹ Effective July 24, 2015, these rates are grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(D)